

Have your say



...about Adult
Social Care



How can this booklet help?



This booklet explains what we will do when you make a compliment, comment, complaint or express a concern about Adult Social Care and what further action you can take.

The booklet contains information about:

- Who can make a complaint and how to do this
- How to make a compliment, comment or suggestion
- What help is available
- How our complaints procedure works
- What happens with complaints that involve other organisations
- Who else you may wish to contact

We regularly ask people who have used our compliments, comments, concerns and complaints procedure to give us their feedback on how well it worked. Throughout this booklet are examples of some of the comments we have received.

How to contact us

The Complaints Team,

The Complaints Team, Cumbria County Council, Parkhouse,
Kingmoor Business Park, Carlisle, CA6 4SJ

t: 01228 221234

e: complaints@cumbria.gov.uk

Allerdale

workingtonssd@cumbria.gov.uk

Allerdale 0300 303 3589

Carlisle

carlislessd@cumbria.gov.uk

Carlisle 0300 303 3249

Copeland

whitehavenssd@cumbria.gov.uk

Copeland 0300 303 3589

Eden

penrithssd@cumbria.gov.uk

Eden 0300 303 3249

Keswick 0300 303 3249

Furness

barrowssd@cumbria.gov.uk

Furness 0300 303 2704

South Lakeland

kendalssd@cumbria.gov.uk

Kendal 0300 303 2704

Help in an emergency



If you have an emergency during office hours, contact us on the number we give you or get in touch with your local Adult Social Care team. Offices are open 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm on Friday.

If you have an emergency when our offices are closed, ring our Out of Hours Service on 01228 526690. They cover the whole of Cumbria and work overnight, at weekends and bank holidays.

What is our policy?

We recognise all feedback both positive and negative as an important way of improving Adult Social Care services. While our aim is to provide good quality services, there will be times when things are not done as well as they should be. We want you to tell us if you disagree with our decisions or think we have acted unfairly so that we have the chance to put things right. We also want to hear from you if we have done a really good job.

We will **listen** carefully to complaints, concerns or comments and treat them **fairly**. When a complaint is shown to be reasonable and justified, we will try to **put right** anything that is wrong. We will, if possible, **improve** the services concerned as soon as we can so that other people do not have the same problem.

“I spoke to the manager who was very pleasant and understanding. I felt as though she did care and took her job seriously and looked into the matter”



Making a compliment, comment or suggestion

Your views are important to us so we want to hear your **comments** and **suggestions** about how we might improve things.

Also if you think we are providing a good service, please tell us so we know when we have got things right. Staff appreciate being told they are doing things really well. **Compliments** also help us improve our service.

You can make a compliment, comment or suggestion in whatever way you prefer:

- by completing the enclosed form
- by writing to; **The Complaints Team**, Cumbria County Council, Parkhouse, Kingmoor Business Park, Carlisle, CA6 4SJ
- by telephoning The Complaints Team on **01228 221234**
- by emailing The Complaints Team at **complaints@cumbria.gov.uk**
- by telling any staff member or
- online at **cumbria.gov.uk**



Who can complain?

You can use this procedure to make a complaint if you:

- receive a service from us
- have been refused services
- have been affected, or are likely to be affected, by our action or lack of action, or by a decision we have made

You can complain on behalf of someone who receives a service from us if:

- you get their agreement first

OR

- the person is not capable of giving consent, providing that we agree that you have sufficient interest in their welfare and are acting in their best interests

If we decide that you are not eligible to complain we will tell you why in writing. We will also tell you if we think there are other ways for you to sort the problem out.

Can I get help to express my concerns or to make a compliment, comment or complaint?

We recognise that it can be difficult and stressful to make a complaint or raise concerns. If you need help or if you want to find out more about the complaints procedure, our staff will be able to help you.

You may ask a friend, relative or a local councillor to help you. Alternatively you may prefer to get help from an advocate from an organisation such as Bestlife, the Citizens Advice Bureau, Age UK or other local agency or voluntary organisation. You can get their addresses from the phone book, your local library or Adult Social Care office. Anyone you ask to act for you has the same rights as you have.



“I was very happy once the Lead Manager and Complaints Team got involved and was happy with the outcome”

Please refer to the leaflet at the back of this book for information on any help or support you may need to make your complaint.

What do I do if I have a concern or complaint?

If you have a concern or complaint about Adult Social Care then, if you feel comfortable, please tell a member of staff or a manager. There will often be times when we can sort out your problem straight away and you might not need to make a complaint at all.

If we are able to resolve your problem to your satisfaction by the end of the next working day, we will consider the matter closed.

If you decide to make a complaint, you can tell us about your concern or complaint in whatever way you prefer:

- by completing the enclosed form
- by writing to; **The Complaints Team**, Cumbria County Council, Parkhouse, Kingmoor Business Park, Carlisle, CA6 4SJ
- by telephoning The Complaints Team on **01228 221234**
- by emailing The Complaints Team at **complaints@cumbria.gov.uk**
- by telling any staff member or
- online at **cumbria.gov.uk**

We can arrange an interpreter if you need one.

Please refer to the leaflet at the back of this book for information on any help or support you may need to make your complaint.

Please note that complaints will not normally be accepted about events that occurred more than 12 months earlier unless we accept that there are good reasons for the delay. If we refuse your complaint we will tell you why.

What can you expect from the complaints procedure?

We will work with you to find an appropriate solution to your complaint.

We will be honest, open and accountable.

Complaining will not guarantee that you get the outcome that you want, but you will get an explanation of the services provided and about any decisions made.

You can choose to withdraw your complaint at any time. However, if we consider your complaint is about a serious matter, we may still want to follow it up.

Your complaint could help us to improve our services in the future.

The Complaints Team welcome feedback on your experiences of making a complaint in order to make improvements. We have produced a questionnaire which you can complete and return to us. We will send this to you at the end of the complaints process.

"I am happy and look forward to having a good working relationship with Adult Social Care"



How does the complaints procedure work?

1

The Complaints Team will acknowledge your complaint within three working days. This letter will tell you who will be the Lead Manager for your complaint and what will happen next. It will tell you how to get support to make your complaint and about your right to take your complaint to the Local Government Ombudsman.

2

The Lead Manager will normally contact you within five working days to arrange to discuss your complaint in more detail.

3

At a mutually convenient time, the Lead Manager will discuss your complaint with you and what actions they can take to resolve things for you. Together you will draw up a Complaints Resolution Plan. This will include:

- a. A list of your complaints and how you think it can be resolved.
- b. A list of actions to be taken by the Lead Manager.
- c. An agreed, reasonable timescale to complete these actions.

You will receive a copy of this plan.

4

You and the Lead Manager will decide what action needs to be taken. Examples include:

- A review of a support plan;
- An investigation by the Lead Manager; or
- An independently chaired meeting.

In exceptional circumstances, where the facts are in dispute, an external independent investigation can be commissioned.

We also welcome any suggestions that you may have.

The Lead Manager will keep you updated on their progress.

5

Once the Lead Manager has completed the action agreed in the Complaints Resolution Plan, they will pass your complaint to a Senior Manager. They will sign off your complaint by checking that everything possible has been done to resolve your complaint.

They will write to you to confirm this. This is the end of the council's complaints procedure but you may still complain to the Local Government Ombudsman.

Other procedures that may apply

Sometimes we will deal with issues you raise under a procedure other than the Adult Social Care procedure for compliments, comments, concerns and complaints.

Corporate complaints procedure

If the council service you are complaining about is not a service that Adult Social Care is required by law to provide, your complaint may be dealt with under the council's corporate complaints procedure. An appropriate manager will take responsibility for your complaint and draw up an action plan with you.

Safeguarding procedure

The safeguarding procedure is used to protect vulnerable adults from all aspects of abuse. If we feel that your complaint suggests that someone may be at risk of being abused or is in danger of harm then we will deal with the issues through the safeguarding procedure. For more information on safeguarding please talk to a member of staff or alternatively visit our website **cumbria.gov.uk**

Provider complaints

If your complaint is about an independent or voluntary provider you should contact them in the first instance as they will have their own complaints procedure to follow. If you are unhappy about their response, and your care has been arranged and funded by Cumbria County Council, we may be able to look into your complaint further. Please contact the Complaints Team for advice.

Complaints about other organisations

Sometimes the service you are complaining about is not provided by Adult Social Care but is provided by another organisation such as the NHS or a housing authority. If we receive a complaint that is for another organisation then we will contact you to ask for your permission to pass your complaint on to the relevant organisation to respond.

“The Lead Manager did his best to provide reasons, explanations and outcomes which will change future performance”



Local Government Ombudsman

You may, at any stage, refer your complaint to the Local Government Ombudsman. Normally the Ombudsman will expect you to have given the council an opportunity to deal with the complaints you make.

The Local Government Ombudsman investigates complaints about councils and certain other bodies. It is an independent, impartial and free service. The Ombudsman can investigate complaints about how the council has done something, and whether you have been treated fairly.

More information about the Local Government Ombudsman can be found on their website: **lgo.org.uk**

The Local Government Ombudsman can be contacted at:

PO Box 4771

Coventry

CV4 0EH

t: 0300 061 0614

text 'call back' to

0762 481 1595

textphone via the
Text Relay Service



Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Their aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes or elsewhere.

They regulate health and Adult Social Care services, whether provided by the NHS, local authorities, private companies or voluntary organisations. They also protect the rights of people detained under the Mental Health Act.

The Care Quality Commission do not usually become involved in individual complaints, but they inspect our services, including how we deal with complaints.

More information about the Care Quality Commission can be found on their website: **[cqc.org.uk](https://www.cqc.org.uk)**

You may also contact them at:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
t: 03000 616161
e: enquiries@cqc.org.uk

Complaints about social care and NHS services

If your complaint involves care delivered by both Adult Social Care services and health services provided by the NHS, we have arrangements in place with the following organisations which allow us to work together to sort things out for you:

- Cumbria Partnership NHS Foundation Trust
- Cumbria Health On Call (CHOC)
- North West Ambulance Service
- North Cumbria University Hospital NHS Trust
- University Hospitals of Morecambe Bay NHS Trust
- NHS Cumbria

“When I had made contact with the complaints team regarding my complaint I was kept informed and things started to move”



You can contact any of the organisations listed opposite or the Complaints Team to make a complaint. We may write to you to request consent to share any relevant information between the different organisations in order to respond to your complaint. The Complaints Team will advise you which organisation will be responding to your complaint.

Recording complaints

Information on all complaints will be kept on record. This will help us monitor and improve our services. You have the right to see records we keep about you.

Please put your request in writing if you want to see records held by the Complaints Team.

The Complaints Team

Cumbria County Council
Parkhouse,
Kingmoor Business Park,
Carlisle, CA6 4SJ

e: complaints@cumbria.gov.uk

Please be aware that we may not be able to discuss personal information with you if you are not the person who receives a service, or you do not have consent from that person.

Your information will be held securely in accordance with the Data Protection Act.



Translation Services

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone 01228 221234.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 221234-এ টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电01228 221234

Jeigu norëtumëte gauti šia informacijà savo kalba,
skambinkite telefonu 01228 221234

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 221234

Se quiser aceder a esta informação na sua língua,
telefone para o 01228 221234

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 01228 221234
numaralı telefonu arayınız

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